



## Duo Security Self-Enrollment Guide (mobile phone)

Refer to the step-by-step guide below to register your mobile phone with Duo in EES or EBS.

### Contents

- [Step 1: EES/EBS login screen](#)
- [Step 2: Duo welcome screen](#)
- [Step 3: Choose your authentication device type](#)
- [Step 4: Enter your phone number](#)
- [Step 5: Choose platform](#)
- [Step 6: Install Duo Mobile](#)
- [Step 7: Activate Duo Mobile](#)
- [Step 8: Configure device options](#)
- [Step 9: Authenticate with Duo](#)
- [Step 10: EES/EBS login successful](#)

### Registering your mobile phone with Duo


Duo prompts you to enroll the first time you log in to a protected VPN or web application when using a browser or client application that shows the interactive Duo web-based prompt, as you will see beginning in Step 2. Upon successful enrollment with Duo, each subsequent login to EES or EBS will only require authentication, shown in Step 9 below.


#### **Step 1: EES/EBS login screen**

Log in to **EES or EBS** as normal using your username and password and selecting Sign In.

## Step 2: Duo welcome screen

Select **Start setup** to begin registering your device.



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## Protect Your SC PEBA Account


Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.


This process will help you set up your account with this added layer of security.

**Start setup**

## Step 3: Choose your authentication device type

Select **Mobile phone**, then select **Continue**.



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## What type of device are you adding?

☒ **Mobile phone** **RECOMMENDED**

☐ Tablet (iPad, Nexus 7, etc.)

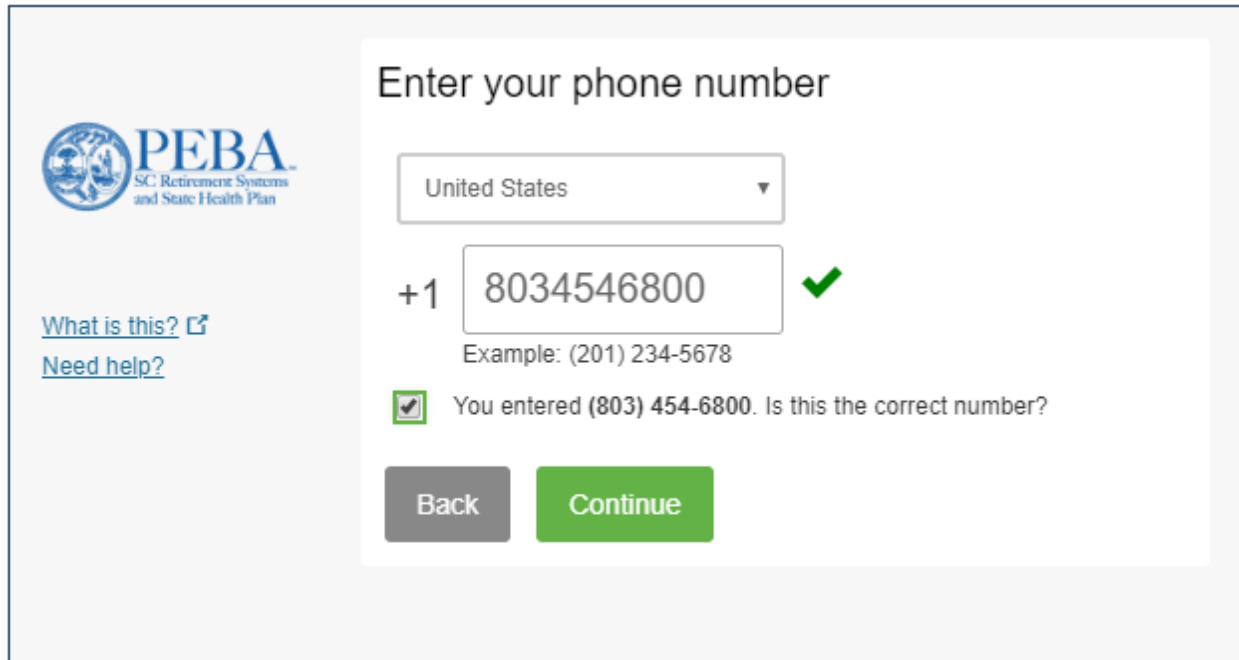
☐ Landline

**Continue**

#### Step 4: Enter your phone number

Country will be preselected for United States. Enter your phone number and once validated, you should see the green checkmark.

Double-check that you entered the number correctly, check the box, and select **Continue**.





The screenshot shows a web form titled "Enter your phone number". On the left is the PEBA logo and links for "What is this?" and "Need help?". The form includes a dropdown menu for "United States", a text input field with "+1 8034546800" and a green checkmark, and an example "(201) 234-5678". Below the input is a checkbox that is checked, with the text "You entered (803) 454-6800. Is this the correct number?". At the bottom are "Back" and "Continue" buttons.

#### Step 5: Choose platform

Choose your device's operating system and click **Continue**.

Choosing iPhone, Android or Windows Phone will require installation of Duo Mobile. If you do not want to install an application on your mobile phone, select the Other option, click **Continue** and skip to Step 8.



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What type of phone is 803-454-6800?

☒ iPhone

☐ Android

☐ Windows Phone


☐ Other (and cell phones)


[Back](#) [Continue](#)

## Step 6: Install Duo Mobile

Duo Mobile is an app that runs on your smartphone and helps you authenticate quickly and easily. Without it you'll still be able to log in using a phone call or text message. Duo Mobile is fast and easy and does not require cell service.


Follow the platform-specific instructions on the screen to install Duo Mobile. After installing the app, return to this window and select **I have Duo Mobile installed**.



[What is this?](#) 

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### Install Duo Mobile for iOS



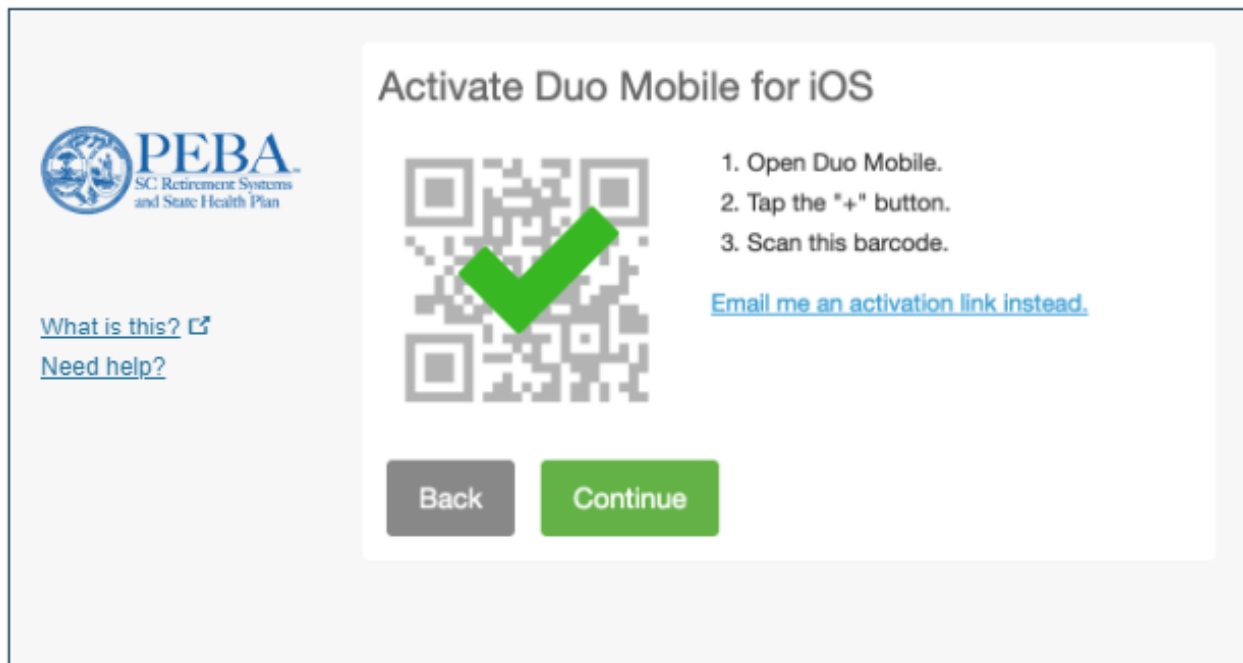
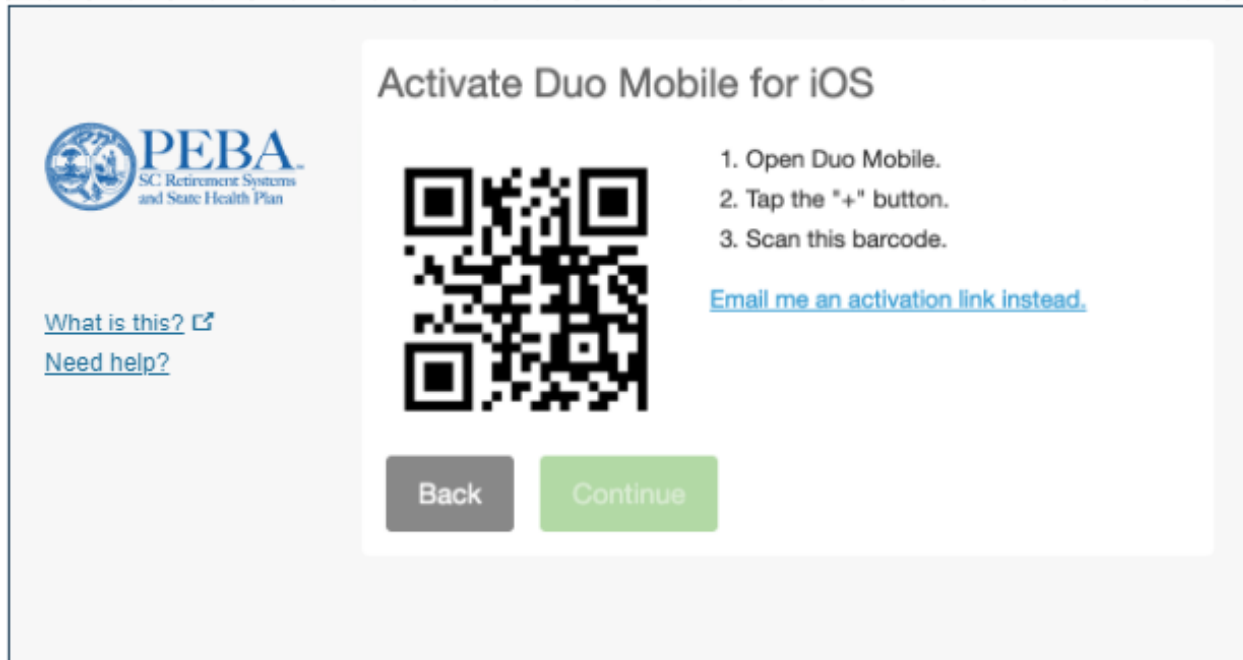
1. Launch the App Store app and search for "Duo Mobile".
2. Tap "Get" and then "Install" to download the app.

[Back](#) [I have Duo Mobile installed](#)

## Step 7: Activate Duo Mobile

Activating the mobile app links it to your account so you can use it for authentication.

On iPhone, Android and Windows Phone, activate Duo Mobile by scanning the barcode with the app's built-in barcode scanner. Typically, you can open your phone's camera to use the built-in barcode scanner.



Can't scan the barcode? Select **Email me an activation link instead** and follow the instructions below.

You may choose to activate via email by selecting Email me an activation link instead. Enter your email address and select **Send email**.

**Activate Duo Mobile by Email**

1. Enter an email address that you can check on your iOS device. We'll send you a special link that you can click to activate Duo Mobile.

**Send email**

2. Once you've clicked the link, click Continue below.

**Back** **Continue**

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**Activate Duo Mobile by Email**

1. Enter an email address that you can check on your iOS device. We'll send you a special link that you can click to activate Duo Mobile.

**Email sent**

2. Once you've clicked the link, click Continue below.

**Back** **Continue**

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**Email sent, please click the link in the email.** **X**

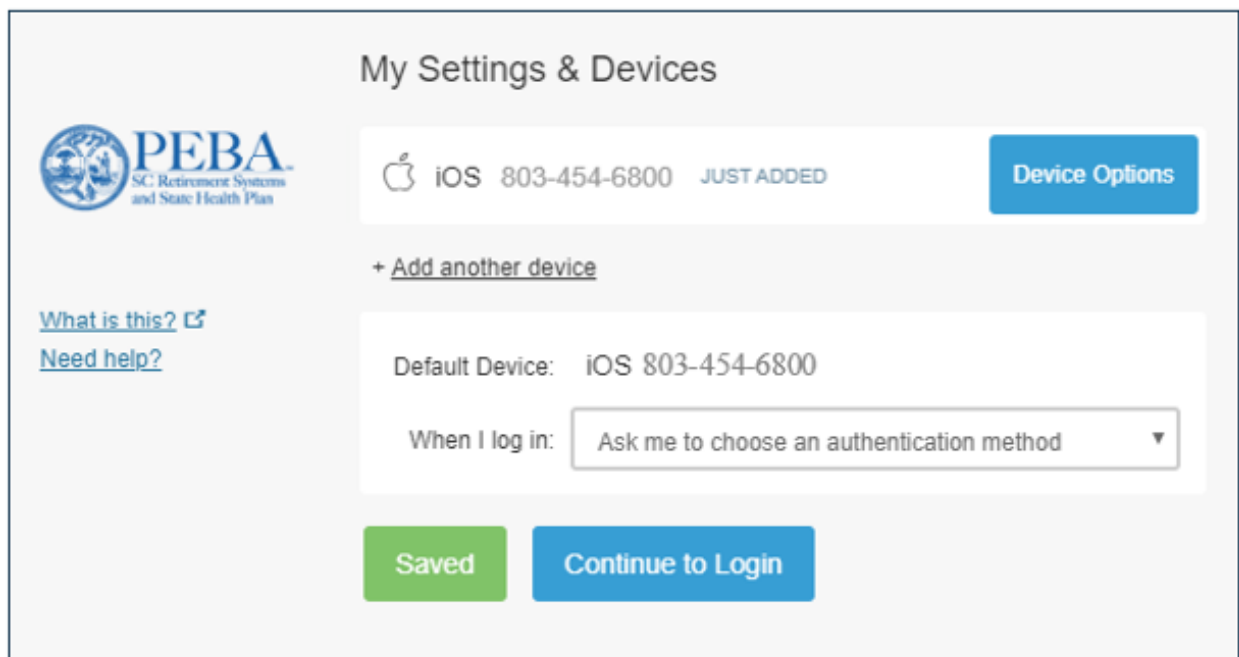
Open the email and click the link. The link will open the Duo Mobile application and display a 6-digit authentication code.

After scanning the barcode or receiving the authentication code in the app, return to this window and click **Continue**.


## Step 8: Configure device options (optional)


You can use **Device Options** to give your phone a more descriptive name, or you can click **Add another device** to start the enrollment process again and add a second phone or another authenticator. This more advanced option is addressed in the Manage Settings and Devices guide. **We recommend that you enroll both a primary and backup device for two-factor authentication.**

If this is the device you'll use most often with Duo, then you may want to enable push requests by changing the **When I log in** option and changing the setting from "Ask me to choose an authentication method" to "Automatically send this device a Duo Push" or "Automatically call this device" and select **Save**. The button will change to **Saved** to indicate that the save was successful. With one of the automatic options enabled, Duo automatically sends an authentication request via push notification to the Duo Mobile app on your smartphone or a phone call to your device (depending on your selection).



**My Settings & Devices**

 **PEBA**  
SC Retirement Systems  
and State Health Plan


 **iOS 803-454-6800** JUST ADDED **Device Options**

+ [Add another device](#)

Default Device: **iOS 803-454-6800**

When I log in: **Ask me to choose an authentication method** ▼

**Saved** **Continue to Login**

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What is this?

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+ [Add another device](#)

Default Device: iOS 803-454-6800

When I log in: Ask me to choose an authentication method ▼

**Device Options**

**Saved** **Continue to Login**

Ask me to choose an authentication method  
Automatically send this device a Duo Push  
Automatically call this device

Select **Continue to Login** to proceed to the Duo Prompt.

**Choose an authentication method**

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What is this?

[Add a new device](#)

[My Settings & Devices](#)

[Need help?](#)

☒ Duo Push **RECOMMENDED** **Send Me a Push**

☐ Call Me **Call Me**

☐ Passcode **Enter a Passcode**

☐ Remember me for 10 hours

**Enrollment successful! This is the Duo login prompt that you'll normally see when logging in.**

## Step 9: Authenticate with Duo

Your device is ready to approve Duo push authentication requests. Select **Send me a Push**, **Call Me** or **Enter a Passcode** to authenticate.

**Send me a Push**



Open your Duo Push smartphone and select Approve to proceed.

### Call Me

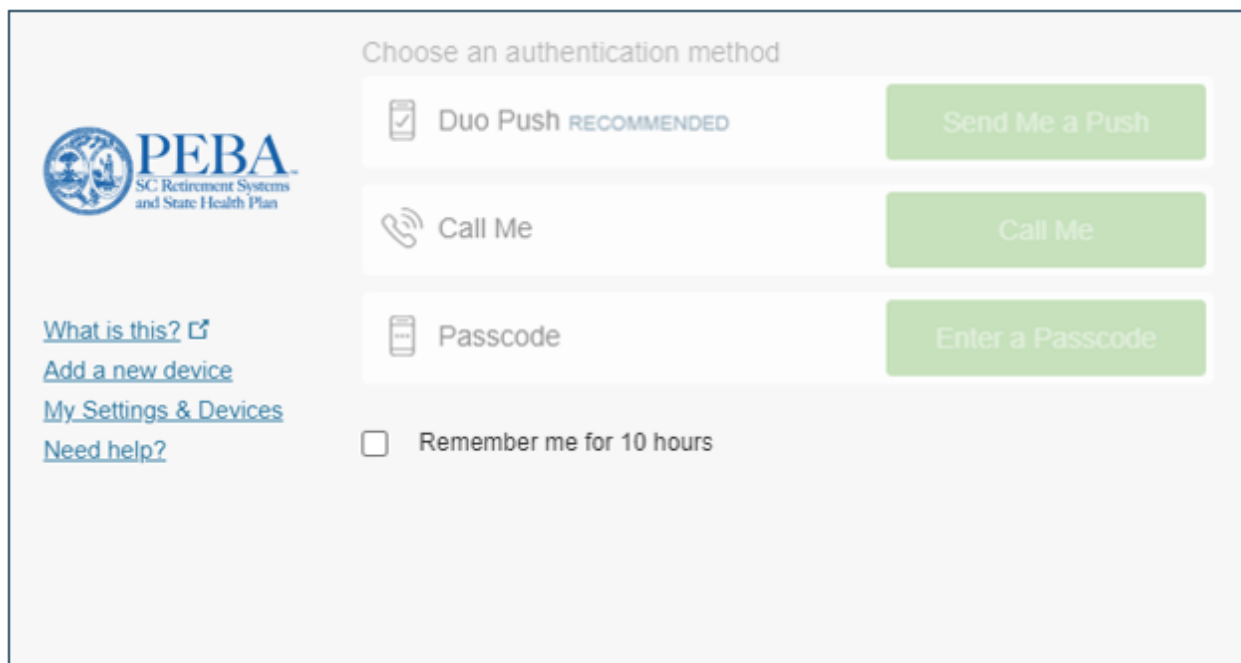
Answer the phone call from 803.737.6800, listen to the prerecorded message and press # to log in.

### Enter a Passcode


Open the Duo Mobile application on your smartphone and take note of the authentication code. Return to this window, enter the code into the box and click **Log in** to continue.


### Remember me for 10 hours


Selecting this option prior to the desired authentication method will log you in for 10 hours. You will not be required to authenticate again with Duo until the 10-hour time period has expired.




Choose an authentication method


 Duo Push **RECOMMENDED** [Send Me a Push](#)

 Call Me [Call Me](#)

 Passcode [Enter a Passcode](#)

☐ Remember me for 10 hours

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[What is this?](#) 

[Add a new device](#)

[My Settings & Devices](#)

[Need help?](#)

### Step 10: EES/EBS login successful

After authentication, you should now be at the home page of the EES or EBS application. Congratulations, Duo enrollment is now complete.

Each time you log in to EES/EBS now, you will be prompted to authenticate. Refer to Step 9.